


MARICOPA COUNTY  HUMAN SERVICES DEPARTMENT Workforce Development Division	SECTION/REFERENCE Federal Register/Vol.65, No.156 - §664.440 ; PL 110(46); WIA Law 129(c)(G)	PAGE 1 OF 3
	ORIGINAL ISSUE DATE June 2008	REVISION DATE June 2013
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SUBJECT: Supportive Services		ADDENDA: Supportive Service Log

Background

Supportive services are necessary to engage WIA eligible youth who cannot afford to pay for such services to participate in authorized WIA services. Supportive services may only be provided to youth who are unable to obtain services through other programs available or made available to the participant.

Policy

Supportive services may be provided during active program participation and as follow-up services for the 12 month period after exit. Supportive services may include but are not limited to providing assistance with transportation, childcare, dependent care, housing, and needs-related payments. Youth program staff must coordinate and leverage supportive services with partner agencies and other community resources. Appropriateness and need for supportive services will be determined on an individual basis taking into account many factors.

The following is a list of allowable WIA funded support services:

- Child Care (if not eligible for DES or other subsidized child care)
- Needs Related Payments (if not eligible for or exhausted Unemployment Insurance benefits)
- Certification/licensing/testing
- Tools
- Uniforms
- Shoes – Safety and others required for work
- Work / Interview Clothing*
- Eye Care (eye exam & glasses)
- Utilities (one-time assistance if assistance is not available through the CAP)
- Relocation Assistance (out of County or 150 miles, whichever is more)
- Transportation – Bus passes
- Gas Cards (if not receiving NRPs)
- Medical Care – i.e. TB testing, immunizations
(for training and employment purposes)
- Dental Assistance (One-time only Cosmetic or Health related - for employment purposes)
- Other (explanation needed)

To qualify for supportive services, the participant must:

- Demonstrate a need that will prevent him/her from successfully accessing services, training or accepting/retaining employment; and

- Be unable to afford the cost associated with addressing the need; and
- Be unable to secure the services needed elsewhere.

Needs Related Payments (NRP) are a type of supportive service that may be provided to participants who are in occupational training if there is:

- Justification that is consistent with the ISS of a need(s) to remove economic hardship barriers to ensure successful participation/completion in a current training activity.
- Justification is clearly noted in case notes.

Note: NRP cannot be provided to participants in follow up services or during summer program participation.

Incentives may also be given to WIA participants when certain goals and/or activities are completed. Incentives are a category of supportive services. Incentives must be reasonable and documented in the case file and Arizona Job Connection (AJC) service & training plan and case notes. WIA allows the payment of incentives to youth who achieve established goals as a result of program participation. Incentives encouraging successful completion are beneficial to youth, program staff and ultimately the local area. Based on this premise, the following youth incentive policy and procedures have been established.

Youth program contractors will provide MWC with their incentive policy which must include the following:

- Who is eligible to receive incentives;
- The type of activity, behavior and/or goal that would warrant the incentive;
- The specific type of incentive (i.e. monetary, gift certificate, or other type of non-monetary award);
- The benchmark or standard that must be achieved in order to receive the incentive;
- The value or amount of the incentive given for each activity, behavior, or goal; and
- The frequency that incentives can be earned.

Incentives may be either cash or non-cash. Cash incentives are monetary awards paid directly to youth participants for participation and achievement in WIA related activities. Youth program contractor must submit in detail, as part of their incentive policy, the types of cash incentives they propose to provide.

Non-cash incentives are considered awards to youth participants for achievement and participation in WIA related activities. The list of non-cash incentives, below, is not all-inclusive. Youth service contractor must submit in detail, as part of their incentive policy, the types of non-cash incentives they propose to provide. The following list contains items that could be awarded as incentives:

- Gift certificates (restaurant, retail stores, book stores)
- Plaques
- Certificates
- Banquets for participants
- Movie Passes

Program staff must ensure their programs are in compliance with the following procedures:

- Incentives should be reflected in the contract budget under Supportive Services line item
- Justification for receiving an incentive shall be documented on the youth's Arizona Job Connection Service & Training Plan and in case notes. Each participant shall be paid only after successful achievement of a milestone.
- Cash incentives must be issued in the form of a check (no cash payments).
- There must be a method in place for the participant to acknowledge receipt of incentive payments and this acknowledgment (signature from the youth) should be kept in the participant's file. Records of

incentive payments provided to participants must be maintained in accordance with record retention requirements so that MWC is able to verify accuracy, timeliness, and record keeping by program staff.

- Duties of staff dispersing incentive payments must be separated so that no one individual has complete authority or control over an entire financial transaction.
- Participant records (ISS/case notes) and youth service contractor's financial records pertaining to cash incentive payments and support services must be made available for review by local, state, and federal monitors and must meet financial management standards in WIA, including enough information to provide:
 - A comparison of actual expenditures with the budgeted amounts of each contract.
 - Support for accounting records and to ensure proper charging of costs and cost allocation.
 - Tracking of funds to a level of expenditure adequate to establish that funds have not been used in violation of the applicable restrictions on the use of the funds.

Incentives, stipends, needs-related payments and other types of cash assistance are not allowable services after the participant has exited the program.

Documentation

All supportive service **requests** must be documented in AJC using case notes. The case note must include a justification statement validating why the supportive service will benefit the customer's ability to continue with their education or employment related pursuits. The supportive service request must be followed with the approval status of the service, indicating the reason / justification for the approval or denial of the request.

Approved supportive services must be entered in the participant's Service & Training (S&T) Plan in AJC. The actual start date of the supportive service activity will reflect the first day that the youth received the service and the actual end date for the activity will reflect the last day that the service was provided. Services may remain open AJC if the service is foreseen to be in need throughout the participant's time with the program. The AJC S&T Plan and case notes must be consistent in documenting supportive services and coincide with the Individual Service Strategy Plan (ISS).

The physical case file must include all documentation that substantiates the need for supportive services. Financial documentation must include copies of vouchers, checks, and itemized receipts.

A supportive service log is required to be submitted with monthly claims by youth service contractors.